

24 August 2020

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Kia ora Alex

### **The information you requested - CAS-176645-M4Z8B4**

Thank you for your request for information dated 13 July 2020, requesting information about cost and benefits of the Auckland Transport Program aimed at reducing fare evasion as per the [article](#) published in June 2018.

### **Current estimate of lost revenue from fare evasion for the years since June 2018**

Auckland Transport takes the safety of our passengers very seriously. We have invested heavily in trains in recent years and as we continue to do this the number of people using them continue to rise. Our customers take more than 20 million train journeys a year (the overall number of journeys on public transport is an estimate of 91 million per year).

In 2018, we started a project specifically aimed at Security and Fare Enforcement (SAFE) which had a number of components. As a start, we recruited Transport Officers (TOs), who for the period in question, worked on the full rail network in Auckland. Their role is very interactive with the public and they are warranted by The Police Commissioner with the Enforcement Officer status and are trained as first responders.

The purpose of the Transport Officer role is to;

- increase passenger safety and security whilst on the public transport network and associated facilities
- ensure proactive fare evasion management through regular fare enforcement duties such as fare inspections, issuing infringements
- provide a high level of customer service and information to customers

TO's along with other staff, act as a point of contact for incidents on the rail network and at stations and help the police and transport operators with emergency management when necessary. Feedback about the Transport Officers from the public travelling on the rail network in Auckland has been very positive.

On-board safety starts even before passengers get on the train. We have gated more stations to stop fare evaders from accessing the trains. This means that, when the programme is complete, 90% of all journeys must be paid for before accessing the platform.

In this [Herald article](#) it was stated that fare evasion costs rate payers an average of \$2.5million a year, and that fare evaders can face an infringement of between \$150 and \$500. The referenced fare evasion cost was based on an average fare evasion rate of 4-5%. To clarify this data, to date no infringements to the value of \$500 have been issued and we do not have an offence attached to such a value.

The fare evasion rate used for this article was calculated as an average of 4.5% and calculated by employing contractors to stand at each platform for all hours of rail services and physically count the people that came onto the platform vs how many people purchased a ticket/used their HOP card to pay for the relevant fare.

For the purpose of providing a relevant full year's data to answer this request we have used the period of 1 July 2018 to 30 June 2019. The fare evasion rate for this period was 1.29%, this was calculated by using the number of checks completed/the number of non-compliant travellers identified through these checks by Transport Officers. The lost revenue for the same period was around \$685,000.

This shows a reduction in fare evasion at a rate of around 3.21% and \$1,815,000 in costs to rate payers.

In addition to the financial benefit, the overall confidence in the safety the public feel when Transport Officers are on board public transport has been relayed multiple times through interactions.

**The number of people who have been issued infringement notices since June 2018, and how many paid the \$150 fine and how many paid a \$500 fine.**

The data below contains the number of infringements issued, as noted before, no customers have been issued with a \$500 fine.

Period	Number of Infringements issued	Number of \$150	Number of \$500
July 2018-December 2018	2011	2011	0
January 2019-December 2019	6617	6617	0
January 2020-June 2020	1792	1792	0
<b>Total</b>	<b>10420</b>	<b>10420</b>	<b>0</b>

**Cost of the program**

*Marketing cost*

The cost of marketing against fare evasion (including the production and placement of the "No more lame excuses" advertising) was \$62,000. It was mostly delivered via posters and signage on trains and at train stations.

*Transport Officer cost*

For the period 1 July 2018 to 30 June 2019, the cost of Transport Officers was \$5,384,404. Please note that this cost consists of a multitude of items including but not limited to salaries, training, uniform, equipment and facilities.

### *Equipment cost and installation of gates*

The combined cost for the ticket gate installation is approximately \$13 million. The gates have been installed at the following stations:

- Henderson
- Middlemore
- Manurewa
- Glen Innes (on hold)
- Papatoetoe
- Papakura
- Parnell
- Middlemore (still to be completed)
- Glen Innes (still to be completed)

A majority of the costs was used to install 1.9m high electronic gates which is accessible only with a HOP card. However, there is other infrastructures being built as part of this programme such as:

- 1.8m high fencing
- staff cubicles for security staff with CCTV
- a manual gate for passengers with paper tickets

Due to location and/or design, some stations include additional enhancements for more safety benefits.

### *Prosecution cost*

Auckland Transport does not record the cost of prosecuting infringements. Therefore, this part of your request is refused under section 17(e) of the LGOIMA as the information does not exist.

Should you believe that we have not dealt with your request appropriately, you are able to make a complaint to the Office of the Ombudsman in accordance with section 27(3) of the LGOIMA Act and seek an investigation and review regarding this matter.

Yours sincerely



Phil Wratt  
**Engagement Manager**  
**Customer Care**